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**Montana Department
of Public Health & Human Services**

Department Guide - Draft

January 13, 2009

2008-2009 GUIDE

to the

**MONTANA DEPARTMENT
of PUBLIC HEALTH
and HUMAN SERVICES**

DRAFT

**JANUARY 2009
HELENA, MONTANA**

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P.O. Box 4210 • 111 North Sanders Street • Helena, MT 59604-4210
 406-444-5622 • www.dphhs.mt.gov

ABOUT THE DEPARTMENT



The Director's Office for DPHHS is located on the third floor of 111 North Sanders Street in Helena, a block east of the State Capitol. Department employees work at several other locations across the city.

The Montana Department of Public Health and Human Services (DPHHS) was created in 1995, when the Legislature consolidated state social service and health programs from the Departments of Social and Rehabilitation Services, Child and Family Services, Health and Environmental Sciences, and Institutions.

DPHHS is the largest single department in Montana state government, with more than 3,100 employees in Helena and throughout the state. Its total budget for the 2008-2009 biennium is about \$3 billion. Of that, about 66 percent will come from federal sources, 26 percent from the state general fund, and 8 percent from state special revenue funds.

The mission of DPHHS is to improve and protect the health, well being, and self-reliance of all Montanans. More specifically, DPHHS programs seek to achieve the following goals:

- All children are wanted, safe, and living in healthy families.
- All Montanans are healthy and safe from injury and have access to high-quality health care.
- All Montanans, including the elderly and those with disabilities, have the tools they need to be as self-sufficient as possible.
- All Montanans can contribute to these goals through community giving and service.

These goals are accomplished through the efforts of the director's office and department divisions. The department internally reorganized in January 2009 and grouped 10 of its 11 divisions under three branches named **Operation Services**, **Medicaid and Health Services** and **Economic Security Services**. The **Public Health and Safety Division** is outside of the three branches and is supervised by the director. A profile of the Public Health and Safety Division begins on page 46.

All 11 divisions are featured separately in this guide. An organizational chart for the department can be accessed online at: <http://www.dphhs.mt.gov/orgcharts/bureauorgchart.pdf>.

DIRECTOR'S OFFICE



DPHHS Director

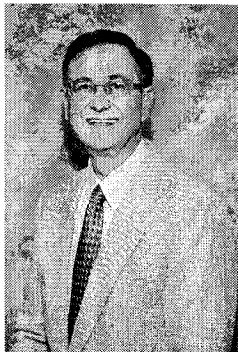
Anna Whiting Sorrell

The Director's Office is located on the third floor of 111 North Sanders Street in Helena.

The director of DPHHS is **Anna Whiting Sorrell**. She is responsible for overall department policy development, management, and coordination of programs. She directly supervises the department's senior management team and the Public Health and Safety Division.

Whiting Sorrell was appointed by Governor Brian Schweitzer in November 2008. She previously served four years as Governor Schweitzer's Policy Advisor on Families. She has spent her professional career working for the Confederated Salish and Kootenai Tribes where she is an enrolled member. She worked in CSKT Tribal Administration overseeing a number of programs and the Tribes' effort in self-governance and other legislative efforts.

Whiting Sorrell also developed and implemented a nationally recognized substance abuse prevention and treatment program for the Tribes. Before, she was a teacher at the Tribes' school. She is a graduate of the University of Montana with a B.A. in political science and a Master's in public administration. **She can be reached at 406-444-5623 or awhiting-sorrell@mt.gov.**



Chief Legal Counsel
Russ Cater

Russ Cater oversees the Office of Legal Affairs. As chief legal counsel, he represents the Department in court actions and

administrative hearings, provides legal advice to the agency, and drafts administrative rules and legislation. He

oversees a staff of 13 attorneys and supporting staff. **He can be reached at 406-444-5626/ rcater@mt.gov.**



Gail Briese-Zimmer heads the office of Office of Planning, Coordination and Analysis. She is responsible for program oversight relating to planning and analysis to ensure coordination of the department's divisions; management of the Medicaid Management Information System; analyzing

*Planning, Coordination,
and Analysis administrator
Gail Briese-Zimmer*

the impact policy decisions have on clients in services, the fiscal implications and staffing requirements; and developing refinancing

opportunities and other special projects that enhance the effective and efficient use of the Department's financial resources. **She can**

**be reached at 406-444-9740 or
gbriesezimmer@mt.gov.**



Kathy Bramer manages the Human Resources Office. She and her staff are responsible for all aspects of employee recruitment and hiring, labor relations, contract administration, personnel policy administration, job classification and salary administration, employee relations, safety programs and

*Human Resources Director
Kathy Bramer*

training, and Equal Employment Opportunity programs.

She can be reached at 406-444-3426 or

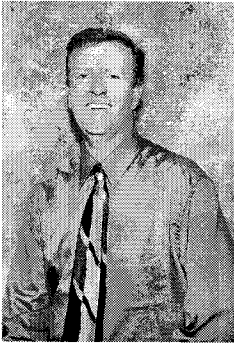
kbramer@mt.gov.



*Prevention Resource
Center Director
Vicki Turner*

Vicki Turner directs the Prevention Resource Center (PRC). She helps Montana communities to develop comprehensive prevention efforts in the areas of substance abuse, child and family safety, violence and crime. The PRC supports the Interagency Coordinating Council for State Prevention Programs, directs a statewide

AmeriCorp* VISTA project, and provides information resources. **She can be reached at
406-444-3484 or vturner@mt.gov.**



Jon Ebel staffs the Public Information Office. His duties include writing and distributing news releases, organizing news conferences, managing web site content, reviewing publications, handling media inquires and serving as department spokesperson. **He can be reached at 406-444-0936 or jebelt@mt.gov.**

*Public Information Officer
Jon Ebel*

_____ DPHHS by the Numbers _____

Number of divisions	11
Total number of employees	3,159
Number of state institutions administered by DPHHS	6
Total biennial budget, 2008-2009	\$2,947,240,483
Percentage of state general fund dedicated to DPHHS	25.8%

Figures indicate totals for state fiscal year 2008 unless otherwise indicated.

OPERATIONS SERVICES



Manager: Laurie Lamson
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Laurie Lamson

The **Operations Services** manager is **Laurie Lamson, CPA**. She oversees and coordinates programs and activities of the Business and Financial Services Division, Technology Services Division and Quality Assurance Division for the Director's Office. The divisions under the Operations Services branch are profiled beginning on page 12.

Lamson was named to this position in October 2008. As the chief financial officer, she is responsible for the department's budget activities as well as monitoring the integrity and cost-effectiveness of department programs.



*Office of Budget and Finance
Scott Sim*

Also under Operations Services is the Office of Budget and Finance, headed by **Scott Sim**. The office manages the department's budgeting processes and provides guidance and support to the department's 11 divisions concerning the reporting and operation of their financial structure, as well as overseeing the day-to-day management of appropriations and operating budget changes for the agency.

The office ensures that uniform budgeting processes are used throughout the department and promotes standards that present complex budgeting and accounting

BUSINESS & FINANCIAL SERVICES DIVISION



Marie Matthews

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MISSION

The mission of the Business and Financial Services Division (BFSD) is to provide professional services in operational areas critical to the efficient and effective management of the department.

SERVICES

The division provides support services for the department, including financial and accounting oversight, cash management, preparation and filing of federal financial reports, purchasing supplies and equipment, payroll processing, accounts payable, institutional reimbursement, audit coordination, lease management, mail handling, management of vital records and statistics, property management, and records management. The division also provides leadership and guidance in the development and implementation of accounting policies and procedures and best business practices.

BUDGET AND STAFF

The budget for the division for the 2008-2009 biennium is about \$19 million. About half is from federal sources, 40 percent from the state general fund, and 10 percent from state special revenue funds.

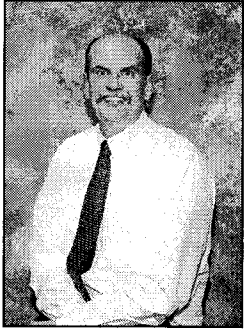
About 80 full-time state employees work for the division.

BFSD BY THE NUMBERS

Birth & death certificates issued online	128,291
Number of warrants and electronic fund transfers processed	579,212
Number of funds managed	327

Figures indicate totals for state fiscal year 2008 unless otherwise indicated.

QUALITY ASSURANCE DIVISION



Jeff Buska

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MISSION

The role of the Quality Assurance Division (QAD) is to protect the safety and well being of Montanans by monitoring and ensuring the integrity and cost-effectiveness of department programs.

SERVICES

The division fulfills its role by:

- Licensing, registering, and certifying health care, day care, and residential services;
- Detecting and investigating abusive or fraudulent practices within the Medicaid and food stamp programs and initiating recovery efforts;
- Reducing Medicaid costs by identifying other insurers or parties responsible for paying a beneficiary's medical expenses;
- Providing internal and independent audits for DPHHS programs;
- Providing independent fair hearings for clients and providers participating in DPHHS programs;
- Providing informal dispute resolution conferences for nursing facilities that dispute deficiency citations;
- Monitoring and evaluating health maintenance organizations (HMOs) for quality assurance and network adequacy;

- Maintaining a registry of certified nurse aides;
- Approving and monitoring training programs for nurse aides;
- Operating the Certificate of Need program; and
- Ensuring department compliance with the federal Health Information Portability and Accountability Act (HIPAA).
- Operating the medical marijuana registry.

BUDGET AND STAFF

The division budget for the 2008-2009 biennium is about \$18.5 million. A combination of 13 different federal sources provides about 70 percent of QAD funding; the state provides the remaining 30 percent from the state general fund and special revenue accounts.

The division employs about 122 people; 38 are scattered among field offices in Anaconda, Billings, Bozeman, Butte, Great Falls, Havre, Hinsdale, Kalispell, Miles City, and Missoula.

QAD BY THE NUMBERS

Medicaid dollars saved by identifying other insurance resources	\$121 million
Money recovered from liens, estates, and other sources	\$4 million
Money recovered in overpayments to public assistance clients	\$1.13 million
Health-care, residential, community residential and day-care facilities licensed	2,358
Independent hearing requests for clients and providers	1,077

Figures indicate totals for state fiscal year 2008 unless otherwise indicated.

TECHNOLOGY SERVICES DIVISION

Administrator: Currently vacant, contact Laurie Lamson

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MISSION

The mission of the Technology Services Division (TSD) is to provide state-of-the-art support for information technology that is critical to the efficient and effective implementation of department programs.

SERVICES

TSD is made up of three bureaus. The **External Systems Bureau** uses outside contractors to develop and manage major data systems, including:

- **Montana Access**, an electronic benefit-transfer system for issuing food stamps and child-support payments. Participants use a card similar to a bank debit card.
- **SEARCHS**, a system for the enforcement and recovery of child support that automates financial management of child support collections, absent parent location, and paternity establishment.
- **TEAMS** and **CHIMES**, the economic assistance management systems that provide statewide, online eligibility determination for food stamps, TANF, and Medicaid.
- **CAPS**, a data management system for child protective services that captures the critical daily decisions made by social workers, managers, probation and parole officers at the county, regional and state levels.

The **Information Services Bureau** provides database management and internal system development. It also operates the Technology Services Center, a computer help desk for department employees. Systems developed and maintained by internal programmers include ISERV, PERQS, AWACS, MICRS (all financial systems) and TIER, a patient management system used at the Montana State Hospital and Montana Developmental Center.

The **Network and Communications Bureau** provides networking and desktop services to all agency employees.

BUDGET AND STAFF

The budget for TSD in the 2008-2009 biennium is about \$40.4 million. About 56 percent of the division's funding comes from federal sources, 39 percent from the state general fund, and 5 percent from state special revenue funds.

The work of the division is accomplished by about 68 full-time state employees and about 110 contract employees.

TSD by the Numbers

Department staff and contractors served statewide	3,500
Servers administered and supported	144
IT systems managed and supported	91
Montana citizens served	About 80,000

Figures indicate totals for state fiscal year 2008 unless otherwise indicated.

MEDICAID AND HEALTH SERVICES



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E-mail: mdalton@mt.gov

Mary Dalton

The **Medicaid and Health Services** manager is **Mary Dalton**. She oversees and coordinates programs and activities of the Senior and Long Term Care Division, Disability Services Division, Addictive and Mental Disorders Division and Health Resources Division for the Director's Office. The divisions under Medicaid and Health Services branch are profiled on pages 18-30.

Dalton was named the Medicaid and Health Services manager in December 2008. She supervises the administrators in the Medicaid and Health Services branch and is responsible for directing medical, rehabilitative and mental health service programs including operations at the five state institutional treatment and long term care facilities.

She has been with this agency for over 22 years, most recently as the Health Resources Division administrator.

SENIOR & LONG TERM CARE DIVISION



Administrator: Kelly Williams
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Kelly Williams

MISSION

The mission of the Senior and Long Term Care Division (SLTC) is to advocate and promote dignity and independence for older Montanans and Montanans with disabilities by:

- Providing information, education, and assistance;
- Planning, developing, and providing for quality long-term care services; and
- Operating within a cost-effective service delivery system.

SERVICES

The division administers aging services, adult protective services, and the state's two veterans' homes. It also helps to fund care for elderly and disabled Montanans who are eligible for Medicaid and Supplemental Security Income (SSI).

The Office on Aging develops a state plan on aging and approves service delivery plans and programs developed by 10 Area Agencies on Aging located across Montana. Among the services provided by the area agencies are senior centers, Meals on Wheels, health services, transportation, home chore services, and information, referral, and assistance services. The Office on Aging houses the

Long-term Care Ombudsman, Elderly Legal Assistance, State Health Insurance, and Information, Assistance and Referral programs.

The Long-term Care Ombudsman is an advocate for all residents of long-term care facilities, especially nursing homes and personal care homes. The ombudsman can provide information or direct assistance related to the health, safety, and rights of residents.

The Elderly Legal Assistance Program provides training for seniors, family members, and others on elder-specific laws. The program develops pro-bono and local legal service referrals, training materials, and telephone assistance to seniors who have legal questions.

The State Health Insurance Program is a statewide source of program information for beneficiaries of Medicare, Medicaid, Medicare supplemental policies, long-term care insurance, and other health insurance benefits.

The Information, Assistance and Referral Program is a service designed to link Montana seniors, their family members, and caregivers with needed services. Eighty-two technicians work through the local Area Agencies on Aging to provide information about services, make proper referrals, and do public education and outreach within their communities.

The Adult Protective Services Program employs 37 social workers across the state whose duties include investigating allegations of abuse, neglect, and exploitation of the elderly and people with disabilities. They also arrange for and coordinate a variety of support services aimed at protecting vulnerable people from abuse, neglect, and exploitation.

The Medicaid Community Services Program administers personal assistance, skilled nursing care, home health aides, home dialysis attendants, and hospice care for elderly and disabled people eligible for Medicaid.

The Home and Community Based Waiver contracts with case managers in local communities to arrange for an array of in-home services that enable people in need of care to avoid a stay in a hospital or long-term care facility.

The Medicaid Nursing Facility Services Program pays for short- and long-term nursing care for individuals eligible for Medicaid. Sixty percent of nursing care beds in Montana is funded through Medicaid.

The State Supplemental Payments Program supplements the Social Security Supplemental Security Income (SSI) of eligible individuals who live in designated residential care facilities. These facilities include community homes for individuals with developmental or mental disabilities, group homes for individuals with severe disabilities, assisted living facilities, licensed foster homes, and transitional living homes.

BUDGET AND STAFF

The division budget for the 2008-2009 biennium is about \$515.4 million. The largest source of SLTC funding is the federal Medicaid program. The federal government pays about 70 percent of Medicaid expenditures, while the state pays the remaining 30 percent in matching funds. Other federal funding includes grants under the Older Americans Act and money to supplement nursing home care from the Department of Veterans Affairs. The two veterans' nursing homes in Montana are funded in part with money from the state cigarette tax. A portion of the division's program budget is also funded with tobacco tax revenue this biennium.

The division employs about 203 people, including staff at the two veterans' homes.

SLTC BY THE NUMBERS

Montanans over age 65 (in 2000)	13.4%
Montanans expected to be over age 65 by 2025	24.5%
Montana veterans over age 65	34.7%
Decline in nursing home occupancy in Montana in past 10 years	About 9%
Increase in licensed assisted-living facility beds in Montana, 1992-2008	592%
People served by personal assistance services program	3,100
People served by the Home and Community Based Waiver Program	2,200
Aging network congregate meals served	1,188,002
Aging network home delivered meals	656,585
Medicaid nursing home expenditures	\$151 million
Total guardianships maintained by Adult Protective Services	219

Figures indicate totals for state fiscal year 2008 unless otherwise indicated.

DISABILITY SERVICES

DIVISION

Administrator: Currently vacant, contact Mary Dalton

Address: 111 North Sanders Street

P.O. Box 4210

Helena, MT 59604-4210

Telephone: 406-444-4084

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TDD: 406-444-2590

MISSION

The mission of the Disability Services Division (DSD) is to provide services that assist Montanans with disabilities to live, work, and participate in their communities.

SERVICES

DSD provides or contracts to provide a wide variety of services for Montanans of all ages who have physical, mental, or developmental disabilities. This includes those who are blind, visually impaired, deaf, or hard of hearing, as well as those who have suffered traumatic brain injuries.

Services are provided through four primary programs: Vocational Rehabilitation, Developmental Disability, Disability Determination, and Montana Telecommunications Access. The division also administers the Montana Developmental Center in Boulder.

Among the services DSD provides are employment and independent living services, behavioral treatment, residential services, community support, home-based services for families, case management, and telephone relay service and equipment.

The **Developmental Disabilities Program** provides care and support to individuals of all ages who have developmental disabilities and their families. The focus of the program is to tailor care to the individual and provide it in a natural environment.

Through its **Vocational Rehabilitation Program**, DSD provides a wide variety of employment-related services, such as:

- Career counseling;
- Career training;
- Transportation;
- Adaptive equipment;
- Orientation and mobility services to the blind;
- Rehabilitation teaching services to the blind;
- Independent living services;
- Medical services;
- Job placement services; and
- Supported employment.

The **Disability Determination Program** is responsible for medical adjudication of all claims for Social Security Disability and Supplemental Security Income. The program is ranked in the top 10 percent of such programs nationally for accuracy and number of claims processed.

The **Telecommunications Access Program** makes communication by telephone simple, dependable, and convenient for people who have difficulty using a standard phone. It enables standard telephone users to communicate with people who are deaf, hard of hearing, or speech disabled through the use of text telephones or other assistive telephone devices.

BUDGET AND STAFF

The budget for DSD in the 2008-2009 biennium is about \$300 million. Funding for DSD is a complex mixture of federal and state funds. The Disability Determination Program is totally funded by the federal government. The Montana Developmental Center is funded through the state general fund but is reimbursed by Medicaid for some services.

The Vocational Rehabilitation Program receives about 79 percent of its funding from the federal government and 21 percent from the state, while the Developmental Disabilities Program gets 60 percent

of its funding from the federal government and the remaining 40 percent from the state. The Montana Telecommunications Access Program is financed through a state special revenue fund.

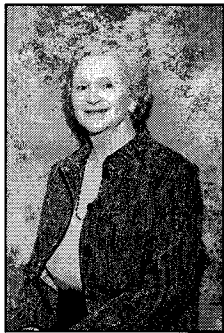
The division has a staff of about 497. The Developmental Disabilities and Vocational Rehabilitation Programs have offices in Billings, Bozeman, Butte, Great Falls, Helena, Kalispell, Miles City, and Missoula. The Vocational Rehabilitation Program also has offices in Havre, Hamilton and Anaconda. The Developmental Disabilities Program also has an office in Glasgow.

DSD BY THE NUMBERS

Individuals receiving DD services (as of 9-30-08)	4,086
Individuals on waiting list to receive DD services	490
Individuals employed with help of Vocational Rehabilitation Program	913
Individuals receiving telecommunications access services	978

Figures indicate totals for state fiscal year 2008 unless otherwise indicated.

ADDICTIVE & MENTAL DISORDER DIVISION

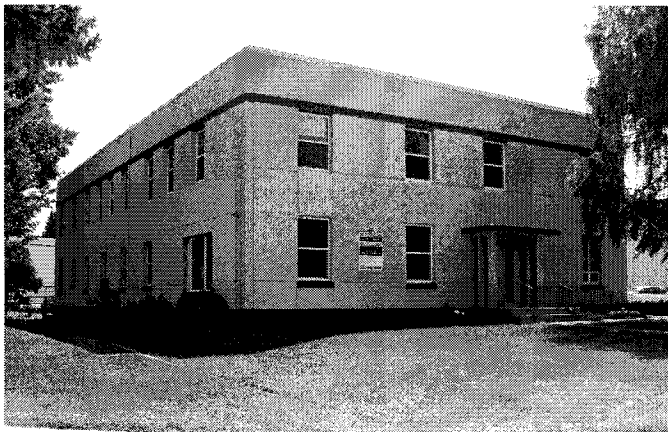


Administrator: Lou Thompson
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P.O. Box 202905
Helena, MT 59620-2905
Telephone: 406-444-3969
Fax: 406-444-4435
E-mail: lothompson@mt.gov

Lou Thompson

MISSION

The mission of the Addictive and Mental Disorders Division (AMDD) is to implement and improve appropriate statewide systems of prevention, treatment, care, and rehabilitation for Montanans with mental disorders or drug or alcohol addictions.



The Addictive and Mental Disorders Division of DPHHS is located at 555 Fuller Avenue in downtown Helena.

SERVICES

The division provides chemical dependency and mental health services by contracting with behavioral health providers throughout

Montana. It also provides services through three inpatient facilities: the Montana State Hospital in Warm Springs, Montana Chemical Dependency Center in Butte, and Montana Mental Health Nursing Care Center in Lewistown. The Helena office of the AMDD is organized into three bureaus: Chemical Dependency, Mental Health Services, and Operations.

The Chemical Dependency Bureau assesses the need for chemical dependency treatment and prevention services throughout Montana. Those services are available in all 56 counties through contracts with 22 state-approved programs. The bureau reimburses for a full range of outpatient and inpatient services, as well as an education program for DUI offenders.

The bureau also organizes and funds activities designed to prevent the use of alcohol, tobacco, and other drugs by youth and the abuse of those substances by adults. People with substance abuse disorders who have family incomes below 200 percent of the federal poverty level are eligible for public funding of treatment services. In addition, the Medicaid program funds outpatient and residential chemical dependency treatment services for adolescents and outpatient services for adults who are Medicaid eligible. The bureau funds services for over 8,500 Montanans each year.

The Mental Health Services Bureau is responsible for the state's system for delivering and reimbursing publicly funded adult mental health services. The bureau develops, maintains, and revises administrative rules, policies, procedures, and systems necessary to ensure the availability and efficient delivery of appropriate and effective services. The bureau also provides extensive monitoring and oversight of program implementation and operation as well as analysis and reporting of program operations, costs, and outcomes.

Individuals eligible for services include adult Medicaid recipients and other low-income adults with severe disabling mental illnesses. Almost 18,000 individuals receive services through one of these programs each year.

The Operations Bureau provides information services, program reporting, data management, contract services, procurement, and budget development for the division.

BUDGET AND STAFF

The AMDD budget for the 2008-2009 biennium is about \$252 million. The division employs about 627 people.

AMDD BY THE NUMBERS

Number of people in chemical dependency treatment	8,522
Number of adults getting mental health treatment through Medicaid	12,476
Number of adults on the Mental Health Services Plan	4,599

Figures indicate totals for state fiscal year 2008 unless otherwise indicated.

HEALTH RESOURCES DIVISION

Administrator: Currently vacant, contact Mary Dalton

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P.O. Box 202951

Helena, MT 59620-2951

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E-mail: mdalton@mt.gov

MISSION

The role of the Health Resources Division (HRD) is to administer health-care programs that serve low- to moderate-income and disabled Montanans.

SERVICES

The division provides administration, policy development, and reimbursement for the primary and acute care portions of the Medicaid program. It also provides coverage for children's mental health services and health insurance for children through the Children's Health Insurance Plan (CHIP). The division serves as the conduit for the federal government to distribute Indian Health Service funds. And HRD operates Big Sky Rx, a premium assistance program for low- to moderate-income Montanans eligible for Medicare Part D pharmacy benefits.

The Acute Services Bureau manages the Medicaid programs for home infusion therapy, dental services, durable medical equipment, school-based services, eyeglasses, prescription drugs, transportation and occupational, physical, speech and respiratory therapy. The bureau also determines eligibility for and administers Big Sky Rx.

The Children's Mental Health Bureau is responsible for administering the state's publicly funded mental health services for children and adolescents. Services are primarily funded through Medicaid. The bureau also manages the System of Care grant that

has a primary goal of making service delivery more responsive to youth and family needs.

The CHIP Bureau is responsible for determining eligibility for and maintaining the health care service-delivery systems for the Children's Health Insurance Plan (CHIP). In October 2006, CHIP became a self-insured program, and the state assumed additional duties. CHIP had previously been fully insured through a contract with a private insurer.

The Hospital and Clinical Services Bureau manages the Medicaid inpatient and outpatient hospital services, ambulatory surgical centers, freestanding dialysis clinics, federally qualified health centers, rural health clinics, and critical access hospitals. This bureau also administers the Indian Health Services program and the state-funded end-stage renal disease program.

The Managed Care Bureau administers the Medicaid physician, mid-level practitioner, podiatrist, laboratory and chiropractor programs.

The bureau also administers: the Early Periodic Screening Diagnosis and Treatment (EPSDT) program for children; the Montana Medicaid primary-care case-management program, known as PASSPORT to Health; and the Disease Management and Nurse First programs that provide help to Medicaid recipients who have chronic conditions. Through a telephone hotline, Nurse First also helps Medicaid clients make appropriate decisions about the level of medical care they need in a given situation.

The Fiscal Bureau projects and monitors division expenditures, monitors contracts, and provides financial reporting services.

BUDGET AND STAFF

The budget for the division in the 2008-2009 biennium is about \$1.1 billion. About 69 percent is from federal sources, 22 percent from the state general fund, and 8 percent from state special revenue funds (primarily from tobacco settlement payments and the tobacco tax). Most of the programs administered by the division are funded

using matching formulas: the state provides some funds and these are matched at various rates by the federal government.

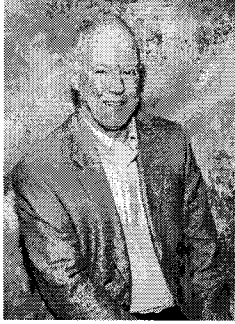
The division is staffed by about 86 people, most of whom work out of Helena. The division has five field staff.

HRD BY THE NUMBERS

Montanans covered by Medicaid at State Fiscal Year end 2008	105,664
Adults on Medicaid (monthly average)	31,128
Children on Medicaid (monthly average)	46,440
Elderly on Medicaid (monthly average)	6,328
American Indians on Medicaid (monthly average)	3,634
Children enrolled in CHIP (monthly average)	15,570
Children covered by CHIP as of October 2008	17,240
Children receiving a mental health service as of October 2008	8,942
Montanans covered by Big Sky Rx as of October 2008	7,076

Figures indicate totals for state fiscal year 2008 unless otherwise indicated.

Economic Security Services



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Hank Hudson

The **Economic Security Services manager** is **Hank Hudson**. He oversees and coordinates programs and activities of the Human and Community Services Division, Child Support Enforcement Division and Child and Family Services Division for the Director's Office. The divisions under the Economic Security Services branch are profiled on pages 32-44.

Hudson was hired as the Economic Security Services manager in January 2009. In general, he is responsible for overseeing the delivery of a broad range of social and public health services to communities in Montana. He also supervises the three division administrators under the Economic Security Services branch and focuses on such issues as family economic security, system development and tribal relations.

Previously, Hudson was the Human and Community Services administrator for 12 years and prior to that he was the Child and Family Services administrator. Hudson has worked in the area of human services in Montana state government since 1985.

HUMAN & COMMUNITY SERVICES DIVISION

Administrator: Currently vacant, contact Hank Hudson

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E-mail: hudson@mt.gov

MISSION

The mission of the Human and Community Services Division (HCSD) is to support the strengths of families and communities by promoting employment and providing the assistance necessary to help families and individuals meet basic needs and work their way out of poverty.

SERVICES

The division provides cash assistance and work participation activities, Supplemental Nutrition Assistance Program benefits (formerly known as food stamps), Medicaid, child care, meal reimbursement, nutrition training, energy assistance, weatherization, and other services to help families move out of poverty and toward self-support.

Cash assistance is funded by a federal block grant called **Temporary Assistance for Needy Families (TANF)**. The program provides monthly payments to low-income families and children who meet income and resource eligibility standards. The **Work Readiness Component (WoRC)** provides work participation services to individuals receiving cash assistance.

The **Supplemental Nutrition Assistance Program (SNAP)** provides benefits to eligible families to supplement their food budget and increase their ability to buy healthy foods. A **Supplemental Nutrition Assistance Education Program**,

operated jointly with Montana State University, teaches participants to use their food stamp benefits effectively.

The division determines eligibility for more than 45 **Medicaid** programs for children, pregnant women, the elderly, the disabled, and other eligible adults.

Through its **child-care programs**, HCSD helps low-income working and TANF families pay for child care so they can work or take advantage of training and educational opportunities that prepare them for work. It also helps child-care providers improve their quality of care by providing training incentives, mentoring, and grant programs.

The **Child and Adult Care Food Program (CACFP)** provides nutrition education and reimburses for meals served to children in child-care centers, family and group child-care homes, emergency shelters, and after-school and outside-school-hour facilities, as well as to adults in adult day-care facilities.

The **Head Start State Collaboration** project provides a vital link between Head Start and state programs to help build early childhood systems and access to comprehensive services and support for all low-income children.

The **Low Income Energy Assistance Program (LIEAP)** provides heating assistance to low-income people, while the **Weatherization Program** pays for materials to weatherize their homes and helps to install those materials.

Through its **Commodities Distribution Program**, HCSD delivers nutritional foods to Montana's American Indian reservations, food banks, emergency-feeding organizations, and senior centers. It also provides monthly food packages to low-income women, children, and seniors.

The division administers a federal **Community Services Block Grant** to fund local projects aimed at addressing the causes of poverty, as well as a **Homeless Grant** to help local shelters and

Human Resource Development Councils provide lodging for individuals and families who are without, or at risk of being without, housing.

BUDGET AND STAFF

About 85 percent of the HCSD budget is funded by the federal government. The remainder is from the state general fund. The total budget for the 2008-2009 biennium is about \$465 million.

The work of the division is accomplished by about 453 employees working in four bureaus: Early Childhood Services, Public Assistance, Intergovernmental Human Services, and Fiscal. About 10 percent of the staff is in Helena. The remainder work in field offices serving Montana's 56 counties. There are 12 resource and referral agencies across the state.

Contracted services are provided by Human Resource Development Councils, Job Service Workforce Centers, and a variety of nonprofit organizations.

HCSD BY THE NUMBERS

Average number of TANF cases per month	3,170
Households getting energy assistance	18,930
Average number of SNAP (food stamp) cases per month	35,954
Average number of Medicaid recipients per month	77,818

Figures indicate totals for state fiscal year 2008 unless otherwise indicated.

CHILD SUPPORT ENFORCEMENT DIVISION



Administrator: Lonnie J. Olson
Address: P.O. Box 202943
Helena, MT 59620-2943
Telephone: 406-444-3338
or 800-346-KIDS
Fax: 406-444-1370
E-mail: lolson@mt.gov

Lonnie J. Olson

MISSION

The mission of the Child Support Enforcement Division (CSED) is to diligently pursue and ultimately achieve financial and medical support of children by establishing, enforcing, and increasing public awareness of parental obligations.

SERVICES

The division provides federally mandated child support enforcement services. These include:

- Locating absent parents;
- Establishing paternity;
- Establishing financial and medical support orders;
- Enforcing current and past-due child support;
- Offering medical and spousal support; and
- Modifying child support orders.

Administrative decisions of the division can be appealed through judicial review by a district court.

Individuals who receive public assistance under the Temporary Assistance to Needy Families (TANF) program are automatically referred to CSED. Support owed to the family is automatically

assigned to the state as a condition of TANF. When the child support is collected, it is used to reimburse the state and federal governments for welfare benefits paid to the family.

Individuals who do not receive public assistance may apply for division services. In non-TANF cases, child support collections are forwarded to the custodial party. Other states refer cases to Montana for action when a non-custodial parent lives in Montana.

CSED also collects parental contributions to the state for foster care placements.

Regular child support collections help TANF families make the transition from welfare dependency to self-sufficiency and help non-TANF families maintain their economic self-sufficiency. Requiring obligated parents to provide medical support coverage for their children saves Medicaid dollars and ensures that children have access to medical care.

BUDGET AND STAFF

The budget for CSED in the 2008-2009 biennium is about \$23 million. The federal government reimburses the division for 66 percent of the costs associated with genetic testing for paternity and all other administrative expenses. The remainder of CSED funding comes from the state special revenue fund and the state general fund.

The division's work is accomplished by about 168 staff members in six bureaus: Administrative Services, Field Services, Program and Training, Legal Services, Budget, and the Office of the Administrative Law Judge (OALJ). Central program administration, the OALJ, and the Interstate Regional Office are located in Helena. Four additional regional offices are located in Butte, Billings, Great Falls, and Missoula.

CSED BY THE NUMBERS

Child support collected	\$65,447,230
Paternities established	1,239
Child support orders established	1,788
Payments processed	413,679
Medicaid dollars saved (by enforcing parental obligations to provide medical coverage)	\$2.4 million
Total number of cases (as of 12-09-08)	38,564

Figures indicate totals for state fiscal year 2008 unless otherwise indicated.

CHILD & FAMILY SERVICES DIVISION



Administrator: Shirley K. Brown
Address: C-114 Cogswell Building
P.O. Box 8005
Helena, MT 59604-8005
Telephone: 406-444-5900
Fax: 406-444-5956
E-mail: shbrown@mt.gov

MISSION

The mission of the Child and Family Services Division (CFSD) is to keep Montana's children safe and families strong.

SERVICES

The division provides state and federally mandated protective services to children who are abused, neglected, or abandoned. This includes receiving and investigating reports of child abuse and neglect, working to prevent domestic violence, helping families to stay together or reunite, and finding placements in foster or adoptive homes.

The division operates a toll-free child abuse hotline 24 hours a day, 7 days a week. **Centralized Intake** specialists screen calls, assess the level of risk to children, and prioritize reports of abuse, neglect, and abandonment according to the urgency with which child protection specialists need to respond. The CI specialists then forward reports of suspected child abuse, neglect, or abandonment to child protection specialists in county offices for investigation.

Child protection specialists investigate reports and help parents find solutions to problems that may interfere with their children's safety. If the parents are amenable, the child protection specialists can help the family get **in-home services**, such as home management skill

training, parenting education classes, modeling skills for parents, and supervised visitations. These can be provided directly by CFSD staff or by private agencies on contract with the division. Division policy is to provide protective services to children in their own homes when it is possible to do so without risking their safety.

To help family members become involved in addressing the care and safety of their children, the division uses **Family Group Decision-making Meetings**. These meetings bring together family, friends, child protection specialists, and service providers to share concerns, knowledge, and skills. The meetings can be used throughout the child protective process—as a way to prevent removal of a child from the home, after the child is in foster care, to document family progress in improving the home setting, and to help identify permanent placements for a child.

If a child protection specialist determines that a child is in immediate danger, the child may be placed outside the home, either permanently or temporarily. District court judges must approve all **out-of-home placements**.

Kinship care involves placing the child, whenever possible, with an extended family member, clan member, or tribal member. It provides the child with a safe and nurturing environment while preserving a family connection. When an out-of-home placement is necessary, child protection specialists are required to first try to place the child with a non-custodial birth parent or with a member of the child's extended family.

Under the federal **Indian Child Welfare Act**, CFSD must do its best to place Indian children in settings that encourage connections with their tribal heritage. The act also requires that the child's tribe and parents get notice of all judicial proceedings.

CFSD family resource specialists recruit and license foster parents to provide substitute homes for children placed away from their parents or guardians. **Foster care** includes family foster care, group homes, shelter care, and residential facilities. CFSD also licenses specialized and therapeutic family foster homes for children with

special needs and child placement agencies, such as adoption agencies.

Ideally, the division tries to help improve parents' abilities to care for their children so that children who have been removed from their homes can return as soon as possible. **Reunification services** include Family Group Decision-making Meetings, counseling, parenting education classes, in-home services, mentoring, respite care, supervised visits, and transportation.

If a court determines that a child cannot be returned to birth or legal parents, a permanency team reviews the child's circumstances and identifies whether adoption, guardianship, placement with a relative, or another living arrangement is the best option.

Adoption is generally the permanency plan of choice when a court terminates parental rights, because adoption offers a child a lifetime link to a family. CFSD administers a subsidized adoption program for children with special needs.

Guardianship is an alternative when adoption is not considered to be the best option. Guardianship is a legal relationship that can only be established or dissolved by a court.

For children ages 16 to 21 who are making the transition from foster care to **independent living**, CFSD offers a number of services, including housing assistance, counseling, career guidance, education, transportation, money management skills, and financial stipends.

BUDGET AND STAFF

The CFSD budget for the 2008-2009 biennium is about \$132.5 million. The division gets about 50 percent of its budget from the state general fund, 46 percent from federal sources, and 4 percent from state special revenue funds.

The work of the division is accomplished by a staff of about 375 people. Sixty-six work out of three bureaus in the central office in Helena: Operations and Fiscal, Program, and Centralized Intake. Field staff work in every county across the state under the direction

of five regional administrators located in Billings, Great Falls, Helena, Miles City, and Missoula.

CFSD BY THE NUMBERS

Children receiving services from CFSD (monthly average)	5,000+
Abuse/neglect reports	14,970
Abuse/neglect investigations	7,539
Children entering state care	1,128
Children leaving state care	1,311
Children in foster care (as of 6-30-06)	1,588
Adoptions finalized	250
Children served by in-home programs	1,771
Total number of children placed in kinship care at any time through FY 2008 (short-term and long-term placements)	866

Figures indicate totals for state fiscal year 2008 unless otherwise indicated

PUBLIC HEALTH & SAFETY DIVISION



Jane Smilie

Administrator: Jane Smilie

Address: 1400 Broadway

P.O. Box 202951

Helena, MT 59620-2951

Telephone: 406-444-4141

Fax: 406-444-6943

E-mail: jsmilie@mt.gov

MISSION

The mission of the Public Health and Safety Division (PHSD) is to improve the health of Montanans to the highest possible level.

SERVICES

The division provides a wide range of services aimed at promoting healthy behavior, preventing and controlling communicable and chronic diseases, improving the public health system, and ensuring that the system is prepared to address all types of public health events and emergencies. The division operates two laboratories, one focusing on environmental health and the other on public health, including testing of newborn children.

Services are delivered primarily through local and tribal public health agencies, as well as private providers, clinics, hospitals, and other community-based organizations.

The Family and Community Health Bureau oversees programs aimed primarily at children, women, and families. These include maternal and child health, family planning, services for children with special health care needs, nutrition education, and supplemental food distribution for women, infants, and children.

The latter two services are provided through the Supplemental Nutrition for Women, Infants, and Children program (WIC).

The Communicable Disease Control and Prevention Bureau administers programs related to detection, control, and prevention of communicable, or infectious, diseases. These programs include immunizations, prevention and treatment of sexually transmitted diseases, food and consumer safety, and epidemiology.

The Chronic Disease Prevention and Health Promotion Bureau administers programs addressing the prevention and control of asthma, cancer, heart disease and stroke, diabetes, tobacco use and nutrition and physical activity. The Bureau also administers the emergency medical services, trauma, and injury prevention programs.

The Office of Public Health Emergency Preparedness and Training works across the division and in partnership with local and tribal health departments and others to ensure that the public health system is prepared to address public health emergencies. The office is also responsible for public health workforce development and training.

The Laboratory Services Bureau operates two laboratories and is financed primarily through fees charged for lab services. The Clinical Public Health Laboratory performs diagnostic testing in support of the department's communicable disease control programs, as well as screening of newborn children for inborn errors of metabolism. The lab also provides reference microbiological services to Montana hospitals and clinical labs. The Environmental Laboratory tests drinking water and analyzes other environmental samples, such as soil and air. It also inspects and certifies private industry labs in Montana that perform drinking water analysis.

BUDGET AND STAFF

The division budget for the 2008-2009 biennium is about \$132 million. Funding is a complex mix of federal and state revenues and fees, with about 68 percent coming from federal grants. The division employs about 180 people.

PHSD BY THE NUMBERS

Laboratory tests performed	180,730
Newborns screened for metabolic and endocrine conditions and hearing	12,694
Cases of communicable disease reported	4,153
Cases of cancer reported	4,700
Calls to Tobacco Quit Line	8,212
Restaurants, hotels, motels and other public establishments licensed	11,797
Participants in WIC program	19,958
Reduction in teen pregnancies from 1991 to 2007	20%
Percent of local jurisdictions that have a public health emergency response plan	90%
Percent of local jurisdictions that have exercised their public health emergency response plan in the last year	81%
Women screened for breast and cervical cancer	4,679
Percent of children ages 19-35 months fully immunized based on recommendations of the Advisory Committee on Immunization Practices	65%

Figures indicate totals for state fiscal year 2008 unless otherwise indicated.

DIRECTORY OF DEPARTMENT INSTITUTIONS

The department oversees administration of six institutions located across the state. They are the Montana Chemical Dependency Center in Butte, Montana Developmental Center in Boulder, Montana Mental Health Nursing Care Center in Lewistown, Montana State Hospital in Warm Springs, Montana Veterans Home in Columbia Falls, and Eastern Montana Veterans Home in Glendive.

MONTANA CHEMICAL DEPENDENCY CENTER

2500 Continental Drive
Butte, MT 59701
406-496-5400

Montana Chemical Dependency Center (MCDC) is the only public funded in-patient chemical dependency treatment facility in the state. MCDC is dually licensed by the State of Montana as a chemical dependency facility and a healthcare facility. It provides sub-acute, medically monitored treatment to Montana residents 18 years or older who meet level of care criteria with a diagnosis of a chemical dependency disorder or a co-occurring chemical dependency and psychiatric disorder.

MCDC is a 76-bed in-patient facility serving approximately 700 patients per year. Patients are referred by community-based licensed addiction counselors through state-approved programs or private practice clinicians in accordance with Montana law.

MCDC is funded by state special revenue (alcohol tax) and federal block grant funds. The facility administrator is Dave Peshek, dpeshek@mt.gov.

MONTANA DEVELOPMENTAL CENTER

310 Fourth Avenue
P.O. Box 87

Boulder, MT 59632
406-225-4472

Montana Developmental Center (MDC) is the only licensed intermediate-care facility in the state for individuals with mental retardation and/or developmental disabilities. The center provides a full array of services, including behavioral treatment, life skills, medical and psychological services, and habilitation services. MDC is licensed to serve 107 people; the current population is about 68.

Individuals must be committed to MDC by either civil or criminal courts. Commitments are governed by procedures established in state law and are based on a number of factors, including:

- Being a danger to oneself or others;
- Medical or behavioral problems so severe that community programs are inadequate; and
- Commission of a serious crime.

The center is funded from the state general fund and then is reimbursed by Medicaid for about 70 percent of the cost of most services. Medicaid does not reimburse for criminal commitments.

MDC employs about 358 people. The superintendent is Kathleen Zeeck, kzeeck@mt.gov.

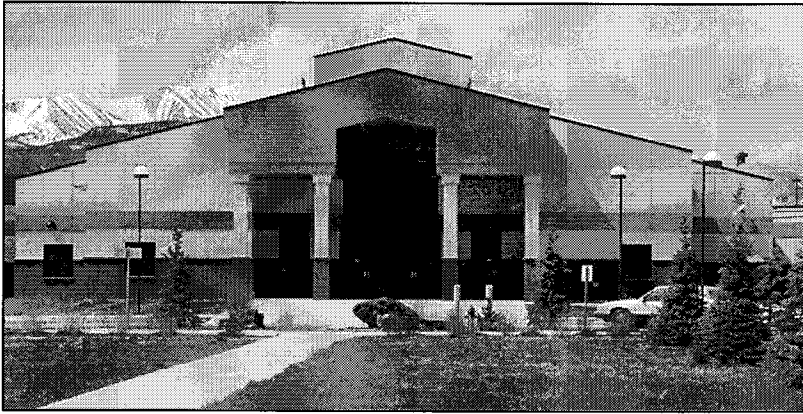
MONTANA MENTAL HEALTH NURSING CARE CENTER

800 Casino Creek Road
Lewistown, MT 59457
406-538-7451

The Nursing Care Center provides long-term care and treatment for people who have mental disorders. There were 36 new admissions during fiscal year 2008. The average age of residents is 60.

The center has four units: Dementia/Alzheimer's, heavy care, intermediate care, and a locked unit for residents considered at risk of walking away.

The center has about 120 employees. The superintendent is Glenda Oldenburg, goldenburg@mt.gov.



Montana State Hospital was first established by the Territorial Legislature in 1877. The current facility was constructed in 2000.

MONTANA STATE HOSPITAL

300 Garnet Way
Warm Springs, MT 59756
406-693-7000

Montana State Hospital is the only publicly operated inpatient psychiatric hospital in the state. It provides treatment to adults who have serious mental illnesses and who are referred from hospitals, mental health programs, and district courts from across the state. All admissions are governed by procedures established in state law.

The hospital maintains 174 hospital beds licensed and certified by the U.S. Centers for Medicaid and Medicare Services (CMS), as well as 15 transitional care (group home) beds. A 20-bed unit that is not licensed was reopened in October 2005 to help ease overcrowding. The hospital had an average daily census in FY 2008 of 204 patients. Also during that year, there were 723 admissions and 720 discharges. The hospital has 406 employees.

Montana State Hospital is one of 225 state psychiatric hospitals in the country. About 30 percent of the patient population at the hospital are admitted through criminal court proceedings to evaluate competency to stand trial or are diverted from a prison sentence. Nearly all of the others are admitted through civil involuntary commitment proceedings initiated by mental health professionals in

local communities. This population includes many people diverted from county jails. The hospital administrator is Ed Amberg, eamberg@mt.gov.

MONTANA VETERANS HOME

P.O. Box 250
Columbia Falls, MT 59912-0250
406-892-3256

The department provides skilled nursing care and related services to Montana veterans in two facilities: the Montana Veterans Home in Columbia Falls and Eastern Montana Veterans Home in Glendive.

The veterans' home in Columbia Falls has 90 beds for people needing intermediate/skilled care and 15 beds for patients suffering from Alzheimer's or dementia. The home also has a 12-bed live-in personal-care facility approved by the U.S. Department of Veterans' Affairs. The home is certified by Medicaid and Medicare.

About 128 staff members of the Senior and Long Term Care Division operate the home. The superintendent is Ron Balas, rbalas@mt.gov.

EASTERN MONTANA VETERANS HOME

2000 Montana Avenue
Glendive, MT 59330
406-345-8855

The department contracts with a private provider to operate the Eastern Montana Veterans Home. The facility has 80 beds, 16 of which are designated for Alzheimer's or dementia care. The facility contains a Veterans Affairs (VA) outpatient clinic. The clinic provides medical assistance five days a week to all veterans who qualify for VA health care. The department's representative at the home is Gary Gaub, emvh@midrivers.com.

DIRECTORY OF DEPARTMENT PROGRAMS

The following is a list of programs administered by DPHHS. For general information, call 406-444-0936 or (TDD) 406-444-2590. You can visit the department's website at www.dphhs.mt.gov.

Adoption	406-444-5900
Adult Protective Services	406-444-5707
Aging Services	406-444-7788
Antibiotic Resistance Awareness	406-444-0273
Asbestos Screening & Surveillance (Libby)	406-293-5060
Behavioral Risk Factor Surveillance	406-444-4111
Best Beginnings Child Care Scholarships	406-444-1788
Big Sky Rx	866-369-1233
Birth Certificates	888-877-1946
Blind & Low Vision Services	406-444-4183
	877-296-1197
Breast & Cervical Health	406-444-5442
Cancer Control	406-444-3624
Cancer Tumor Registry	406-444-6786
Cardiovascular Health	406-444-6677
Certificates of Need	406-444-9519
Chemical Dependency	406-444-3964
Chemical Dependency Center (Butte)	406-496-5400
Child Abuse Hotline	866-820-5437
Child & Adult Care Food Program	406-444-1788
Child Care	406-444-0309
Child Care Licensing	406-444-7770
Child Support Enforcement	406-444-9855
Children's Health Insurance Plan	406-444-6971
	877-543-7669
Children's Mental Health	406-444-1290
Children's Special Health	406-444-6971

	800-762-9891
Chronic Disease Prevention	406-444-1437
Communicable Disease Control	406-444-0273
Day Care Licensing	406-444-2012
Death Certificates	888-877-1946
Dental Health	406-444-0276
Developmental Disabilities Services	406-444-2995
Diabetes Prevention	406-444-6677
Disability Determination	406-444-3054
Early Childhood Services	406-444-1788
Elder Abuse Hotline	800-551-3191
Elderly Legal Assistance	406-444-7783
Emergency Medical Services	406-444-4460
Emergency Preparedness	406-444-4016
Energy Assistance	406-444-1788
Environmental Laboratory	406-444-2642
Epidemiology	406-444-0273
Estate Planning	800-332-2272
Family & Community Health	406-444-4572
Family Planning	406-444-3609
Food & Consumer Safety	406-444-2408
Food/Commodity Distribution	406-447-4262
Food Stamps (now called Supplemental Nutrition Assistance Program, or SNAP)	406-444-1788
	800-332-2272
Foster Care/ Licensing	406-444-5900
Health Facility Licensing	406-444-2676
Heart Disease	406-444-5508
HIV Treatment & Prevention	406-444-3565
Immunizations	406-444-5580
Independent Living Services	406-444-2590
Injury Prevention	406-444-4126
Licensing	406-444-2037
Living Wills	800-332-2272

Long-term Care Ombudsman	406-444-7785
Low Income Energy Assistance	406-444-1788
Maternal & Child Health	406-444-4572
Medicaid Fraud Hot Line	800-376-1115
Medicaid Consumer Help Line	800-362-8312
Medicaid Provider Relations	406-442-1837
	800-624-3958
Medicaid Transportation Approval	800-292-7114
Medical Marijuana	406-444-0596
Medicare Prescription Drug Premium Assistance	866-369-1233
Mental Health (Adults)	406-444-3964
Mental Health (Children)	406-444-4540
Mental Health Nursing Care Center (Lewistown)	406-538-7451
Montana Access Card	866-850-1556
Montana Chemical Dependency Center (Butte)	406-496-5400
Montana Developmental Center (Boulder)	406-225-4472
Montana State Hospital (Warm Springs)	406-693-7000
Montana Telecommunications Access Program	800-833-8503
Newborn Screening	406-444-1216
Nurse Aide Registry	406-444-4980
Nurse First	406-444-4540
	800-330-7847
Nursing Home Services	406-444-4209
Nutrition	406-444-5533
	800-433-4298
Office of Fair Hearings	406-444-2470
Office on Aging	406-444-7788
	800-332-2272
Oral Health	406-444-0276
PASSPORT to Health	406-444-1292
Paternity Establishment	406-444-9855
	800-346-5437
Prevention Resource Center	406-444-3484
Public Health Laboratory	406-444-3444
Public Affairs Office	406-444-2596
Public Assistance	406-444-1788

Public Health	406-444-4542
Radiographic Registration	406-444-2037
Senior & Long-term Care	406-444-4077 800-332-2272
Senior Legal Assistance	406-444-7783
Sexually Transmitted Disease	406-444-3565
Smoking Cessation & Prevention	406-444-9617
Speech & Hearing Impaired Services	800-833-8503
State Health Insurance Program (SHIP)	406-444-7870
State Hospital (Warm Springs)	406-693-7000
STD/HIV Treatment & Prevention	406-444-3565
Telecommunications Access	406-444-1486 800-833-8503
Temporary Assistance for Needy Families (TANF)	406-444-1788
Tobacco Use Prevention	406-444-9617
Tumor Registry	406-444-6786
Veterans Home (Columbia Falls)	406-892-3256
Veterans Home (Glendive)	406-345-8855 866-887-3684
Vital Records	406-444-4228
Vital Statistics	406-444-1756
Vocational Rehabilitation	406-444-2054 877-296-1197
Water Quality Testing	406-444-2642
Weatherization	406-444-1788
Welfare	406-444-1788
WIC	406-444-5533 800-433-4298
Work Readiness Component	406-444-1788
X-ray Registration	406-444-2037

DIRECTORY OF LOCAL OFFICES

For the convenience of all Montanans, about two-thirds of DPHHS employees work in field offices located in communities across the state. These offices include county Offices of Public Assistance, where residents can apply for cash assistance, food stamps, energy assistance, and Medicaid.

ANACONDA

Adult Mental Health	406-563-7054
Adult Protective Services	406-563-3448
Child Protective Services	406-563-7051
Community Residential Licensing	406-563-3448
Office of Public Assistance	406-563-3448

BAKER

Child Protective Services	406-778-3846
Office of Public Assistance	406-778-7120

BIG TIMBER

Child Protective Services	406-932-5267
Office of Public Assistance	406-932-5266

BILLINGS

Adult Protective Services	406-655-7640
Adult Mental Health	406-655-7622
Blind & Low Vision Services	406-248-4801
	888-279-7532
Child Protective Services	406-657-3120
Child Support Enforcement	406-655-5500
	800-346-5437
Community Residential Licensing	406-655-7621
Day Care Licensing	406-655-7632
	406-655-7633
Developmental Disability Services	406-259-8122
Mental Health Licensing	406-655-7624
Office of Public Assistance	406-237-0520

Senior & Long-term Care Community Services	406-655-7644
Vocational Rehabilitation	406-248-4801
	888-279-7532

BOULDER

Child Protective Services	406-225-4116
Montana Developmental Center	406-225-4411

BOZEMAN

Adult Protective Services	406-522-2262
	406-522-2267
Child Protective Services	406-585-9984
Day Care Licensing	406-522-2271
Developmental Disability Services	406-587-6066
Office of Public Assistance	406-582-3010
Senior & Long-term Care Community Services	406-586-4089
Vocational Rehabilitation	406-587-0601
	877-296-1759

BROWNING

Child Protective Services	406-338-5171
Office of Public Assistance	406-338-5131

BUTTE

Adult Protective Services	406-496-4967
Blind & Low Vision Services	406-496-4925
	888-279-7531
Child Protective Services	406-496-4950
Child Support Enforcement	406-497-6600
	800-346-5437
Day Care Licensing	406-444-3074
Developmental Disability Services	406-496-4922
Montana Chemical Dependency Center	406-496-5400
Office of Public Assistance	406-496-4900
Senior & Long-term Care Community Services	406-496-4989
Vocational Rehabilitation	406-496-4925
	888-279-7531

CHESTER

Child Protective Services	406-424-8385
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CHOTEAU

Child Protective Services	406-466-5592
Office of Public Assistance	406-466-5721

COLSTRIP

Child Protective Services	406-748-3622
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COLUMBIA FALLS

Montana Veterans Home	406-892-3256
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COLUMBUS

Adult Protective Services	406-322-4821
Child Protective Services	406-322-4821
Office of Public Assistance	406-322-5331

CONRAD

Adult Protective Services	406-278-9117
Child Protective Services	406-278-5142
Office of Public Assistance	406-271-4020

CUT BANK

Child Protective Services	406-873-5534
Office of Public Assistance	406-873-4113

DEER LODGE

Child Protective Services	406-846-9613
Office of Public Assistance	406-846-3680

DILLON

Child Protective Services	406-683-3793
Office of Public Assistance	406-683-3773

EUREKA

Child Protective Services	406-293-3757
Office of Public Assistance	406-293-3791

FORSYTH

Child Protective Services	406-346-7918
Office of Public Assistance	406-346-2563

FORT BENTON

Child Protective Services	406-622-5414
Office of Public Assistance	406-622-5432
	406-622-5433

GLASGOW

Adult Protective Services	406-228-2108
Child Protective Services	406-228-2108
Developmental Disability Services	406-228-8264
Office of Public Assistance	406-228-4022

GLENDIVE

Adult Protective Services	406-377-1192
Child Protective Services	406-377-4963
Eastern Montana Veterans Home	406-345-8855
Office of Public Assistance	406-377-4314
Senior & Long-term Care Community Services	406-377-6252

GREAT FALLS

Adult Mental Health	406-454-6078
Adult Protective Services	406-268-7960
	406-268-7961
	406-268-7962
	406-268-7963
Blind & Low Vision Services	406-454-6060
	888-279-7527
Child Protective Services	406-727-7746
Child Support Enforcement	406-727-7449
	800-346-5437
Community Residential Licensing	406-268-3776
Day Care Licensing	406-268-3777
Developmental Disabilities Services	406-454-6085
Office of Public Assistance	406-454-5640
Senior & Long-term Care Community Services	406-453-8902
	406-453-8975
Vocational Rehabilitation	406-454-6060
	888-279-7527

HAMILTON

Adult Protective Services	406-363-1633
	406-363-1543
Child Protective Services	406-363-1961
Office of Public Assistance	406-363-1944
Vocational Rehabilitation	406-375-0203

HARDIN

Adult Protective Services	406-665-8735
Child Protective Services	406-665-4164
Office of Public Assistance	406-665-8700

HARLEM

Office of Public Assistance	406-353-4269
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HARLOWTON

Child Protective Services	406-632-4260
Office of Public Assistance	406-632-4895

HAVRE

Adult Protective Services	406-262-2868
Child Protective Services	406-265-1233
Day Care Licensing	406-262-9790
Office of Public Assistance	406-265-4348
Vocational Rehabilitation	406-265-6933
	877-296-1294

HELENA

Adult Protective Services	406-444-5987
	406-444-1312
	406-444-1348
Child Protective Services	406-444-2030
Child Support Enforcement	406-444-9855
Day Care Licensing	406-444-1510
	406-444-1954
	406-444-3074
Developmental Disability Services	406-444-1714
Office of Public Assistance	406-444-1700
Senior & Long-term Care Community Services	406-444-1707
Vocational Rehabilitation	406-444-1710

877-296-1757

KALISPELL

Adult Mental Health	406-257-3094
Adult Protective Services	406-751-5968
	406-755-6491
	406-755-6493
Child Protective Services	406-751-5950
Day Care Licensing	406-751-5962
	406-751-5932
Developmental Disability Services	406-751-5930
Office of Public Assistance	406-751-5900
Senior & Long-term Care Community Services	406-755-5420
Vocational Rehabilitation	406-751-5940
	877-296-1760

LAME DEER

Office of Public Assistance	406-477-6251
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LEWISTOWN

Adult Protective Services	406-538-3779
Child Protective Services	406-538-7731
Mental Health Nursing Care Center	406-538-7451
Office of Public Assistance	406-538-7468

LIBBY

Adult Protective Services	406-293-3757
Asbestos Screening & Surveillance	406-293-5060
Child Protective Services	406-293-3757
Office of Public Assistance	406-293-3791

LIVINGSTON

Adult Protective Services	406-222-7402
Child Protective Services	406-222-7402
Office of Public Assistance	406-222-8000

MALTA

Child Protective Services	406-654-1535
Office of Public Assistance	406-654-2252

MILES CITY

Adult Mental Health	406-234-1866
Adult Protective Services	406-234-1867
	406-234-0225
Child Protective Services	406-234-1385
Community Residential Licensing	406-234-5976
Day Care Licensing	406-234-4581
Developmental Disability Services	406-232-2595
Office of Public Assistance	406-874-3334
Vocational Rehabilitation	406-232-0583
	877-296-1198

MISSOULA

Adult Protective Services	406-329-1308
	406-329-1311
	406-329-1315
Blind & Low Vision Services	406-329-5400
	888-279-7528
Child Protective Services	406-523-4100
Child Support Enforcement	406-329-7910
	800-346-5437
Community Residential Licensing	406-329-1592
Day Care Licensing	406-329-1589
	406-329-1590
Developmental Disability Services	406-329-5425
Office of Public Assistance	406-329-1200
Senior & Long-term Care Community Services	406-329-1310
	406-329-1312
Vocational Rehabilitation	406-329-5400
	888-279-7528

PHILIPSBURG

Human & Community Services	406-496-4900
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PLENTYWOOD

Child Protective Services	406-765-1770
Office of Public Assistance	406-765-1370

POLSON

Adult Protective Services	406-883-7841
Child Protective Services	406-883-3828
Office of Public Assistance	406-883-7820
 RED LODGE	
Adult Protective Services	406-446-4692
Child Protective Services	406-446-3729
Office of Public Assistance	406-446-1302
 ROUNDUP	
Child Protective Services	406-323-2107
Office of Public Assistance	406-323-2101
 RYEGATE	
Office of Public Assistance	888-200-6870
 SHELBY	
Child Protective Services	406-424-8385
Office of Public Assistance	406-424-8380
 SIDNEY	
Child Protective Services	406-433-1903
Office of Public Assistance	406-433-2282
 STANFORD	
Office of Public Assistance	406-538-7468
 SUPERIOR	
Child Protective Services	406-822-4809
Office of Public Assistance	406-822-4551
 TERRY	
Office of Public Assistance	406-635-2133
 THOMPSON FALLS	
Child Protective Services	406-827-4317
Office of Public Assistance	406-827-4395

TOWNSEND

Child Protective Services 406-444-2030

TWIN BRIDGES

Child Protective Services 406-683-3793

VIRGINIA CITY

Office of Public Assistance 1-866-550-2809

WARM SPRINGS

Montana State Hospital 406-693-7000

Vocational Rehabilitation 406-563-5426

877-296-1724

WHITE SULPHUR SPRINGS

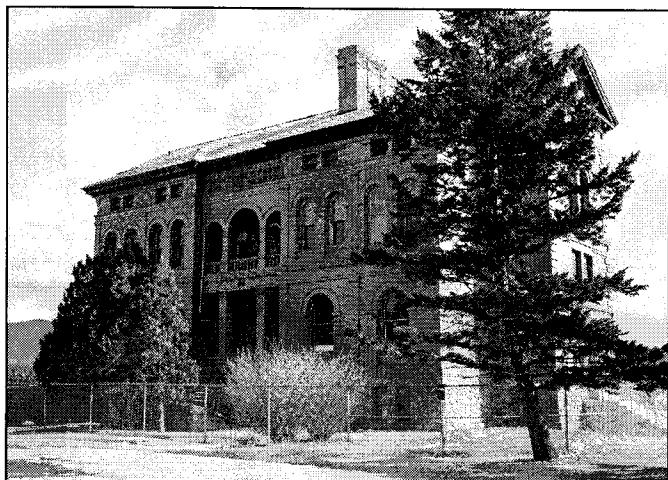
Office of Public Assistance 406-547-3752

WOLF POINT

Adult Protective Services 406-653-1078

Child Protective Services 406-653-3520

Office of Public Assistance 406-653-1210



The former administration building on the campus of the Montana Developmental Center in Boulder was designed in the mid-1890s and listed on the National Register for Historic Places in 1985. For safety reasons, the historic building is no longer in use.

TOLL-FREE DEPARTMENT HOTLINES

AGING SERVICES HOTLINE

- **800-551-3191**

To learn about services available in the community for low-income Montanans who are 60 or older

ADULT MENTAL HEALTH SERVICES HOTLINE

- **888-866-0328**

To get information about public adult mental health programs

BIG SKY Rx HOTLINE

- **866-369-1233**

To get help paying the monthly premium for Medicare Part D prescription drug plans

CHILD ABUSE HOTLINE

- **866-820-KIDS or 866-820-5437**

To report suspected cases of child abuse, neglect, or abandonment

CHILD SUPPORT HOTLINE

- **800-346-KIDS or 800-346-5437**

To get information about child support payments

CHIP FAMILY HEALTH LINE

- **877-543-7669**

To learn more about the Children's Health Insurance Plan (CHIP), a low-cost private health insurance plan for eligible uninsured Montana children up to age 19

ELDER ABUSE HOTLINE

- **800-551-3191**

To report suspected cases of abuse, neglect, or exploitation of elderly Montanans

HEALTH INSURANCE ASSISTANCE HOTLINE

- **800-551-3191**

For recipients of Medicaid, Medicare, and long-term-care insurance to get free counseling about their health benefits

HOME HEALTH CARE HOTLINE

- **800-762-4618**

To make a complaint about the quality of services offered by a home-health care agency

MEDICAID FRAUD HOTLINE

- **800-376-1115**

To report suspected cases of fraud involving Medicaid dollars

MEDICAID HELP LINE

- **800-362-8312**

For Medicaid clients with questions about their benefits

MEDICAID PROVIDER HOTLINE

- **800-624-3958**

For health-care providers who have questions about Medicaid issues such as billing, reimbursement, and program coverage

MENTAL HEALTH SERVICES BUREAU HOTLINE

- **888-866-0328**

To provide information about mental health programs.

TELECOMMUNICATIONS ACCESS HOTLINE

- **800-624-3958**

To get special equipment for Montanans who are deaf or have a speech or hearing impairment that makes it hard for them to use a standard telephone

TOBACCO QUIT LINE

- **866-485-QUIT
(866-485-7848)**

To get free and personalized counseling and self-help materials, as well as free nicotine replacement therapy

WIC HOTLINE

- **800-433-4298**

To get information about food and nutrition benefits offered through the Special Supplemental Nutrition Program for Woman, Infants and Children

GUIDE TO DEPARTMENT ACRONYMS

AMDD	Addictive & Mental Disorders Division
APS	Adult Protective Services
BFSD	Business & Financial Services Division
BRFSS	Behavioral Risk Factor Surveillance System <i>(Annual nationwide survey that is the primary source of state and national information about health-related behaviors)</i>
CFSD	Child & Family Services Division
CHIP	Children's Health Insurance Plan
CI	Centralized Intake <i>(Process for taking reports of child abuse and neglect)</i>
CMS	U.S. Centers for Medicare and Medicaid
CPS	Child Protective Services
CSED	Child Support Enforcement Division
DPHHS	Department of Public Health & Human Services
DDP	Developmental Disabilities Program
DDS	Disability Determination Services
DSD	Disability Services Division
EPSDT	Early Periodic Screening Diagnosis and Treatment <i>(A program available for all children in Medicaid from birth through age 20. At the core of the EPSDT is the Well Child check-up.)</i>

FICMR	Fetal, Infant & Child Mortality Review
HAN	Health Alert Network <i>(A system for rapidly exchanging public health information among professionals)</i>
HCSD	Human & Community Services Division
HIFA	Health Insurance Flexibility & Accountability <i>(Medicaid waiver designed to encourage states to explore ways to expand private and/or public health-care coverage through creative proposals)</i>
HIPAA	Health Information Portability & Accountability Act <i>(Federal law requiring confidentiality of individuals' health information)</i>
HRD	Health Resources Division
IHS	Indian Health Services
KMA	Kids Management Authority <i>(A system used to deliver comprehensive and cohesive care for children with serious emotional disorders and their families)</i>
LIEAP	Low Income Energy Assistance Program
MCDC	Montana Chemical Dependency Center
MDC	Montana Developmental Center
MHNCC	Montana Health Nursing Care Center
MIAMI	Montana's Initiative for the Abatement of Mortality in Infants
MSH	Montana State Hospital

MTAP	Montana Telecommunications Access Program
MTUPP	Montana Tobacco Use Prevention Program
OPCA	Office of Planning, Coordination & Analysis
PHSD	Public Health & Safety Division
PRC	Prevention Resource Center <i>(Program aimed at helping Montana communities with comprehensive prevention efforts focusing in areas of substance abuse, child and family safety, violence, and crime)</i>
QAD	Quality Assurance Division
SAA	Service Area Authorities <i>(A system for delivering public mental health care that allows the consumer to have a greater voice in his or her treatment)</i>
SED	Seriously Emotionally Disturbed
SHIP	State Health Insurance Program
SLTC	Senior & Long Term Care Division
SNS	Strategic National Stockpile <i>(Federal source of vaccines and other critical pharmaceutical supplies in the event of a public health disaster)</i>
SSI	Supplemental Security Income
STD	Sexually Transmitted Disease
TANF	Temporary Assistance for Needy Families <i>(Cash assistance program for low-income families and children)</i>
TSD	Technology Services Division
VR	Vocational Rehabilitation

WIC Supplemental Nutrition for Women, Infants & Children

WoRC Work Readiness Component
(Program providing employment and training services to individuals receiving TANF assistance)

*For additional copies of this publication, please contact
the Public Information Office of the Montana Department
of Public Health and Human Services, 406-444-0936
or jebelt@mt.gov*